



# Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 15 - 10  
June 9, 2015, 2015

Lori Sorenson, Chief of Network Operations

## VoIP Administration Process Enhancement

CMS is pleased to announce a new process for agencies to expedite simple VoIP Administration Changes. The process is designed to provide agencies with a quick turnaround on the more common and simple change requests associated with the new CMS Enterprise VoIP service.

The new process is as follows:

Agency Telecommunications Coordinators can request any of the following administration changes via an email to [cms.voiceadminchanges@illinois.gov](mailto:cms.voiceadminchanges@illinois.gov) The CSC will process the emailed request and it will be completed within 48 hours free of charge. A TSR is not required, simply include the phone number and describe the requested changes.

### Enterprise VoIP Express Changes

<b>Basic VoIP Changes</b>
Change of User Name
Re-assignment of MAC (TC to update EMS)
Unified Messaging setup or change
Change of Call Forward Busy or No Answer
Change of Class of Service
Change or setup of Call Pickup Group
Change or setup of Directed Call Pickup Group
Change or setup of Call Park
Change or setup of Do Not Disturb
<b>VoIP Call Center Changes</b>
Setup of Call Center Agent
Removal of Call Center Agent
Change of Call Center Agent Name
Adjust or move agent skill group assignments
Change Agent User Names
Change existing Agent Information
Change Assignment of agents to Teams
Add Users to existing reports

We continue to explore a solution that provides Telecommunications Coordinators with the ability to make these types of changes directly in the system.

If you have questions regarding this new process please call the BCCS Customer Service Center at 800-366-8768 Option 4, Sub-Option 4.